



# **National Finance Center Security Officer Notification**

**Date:** March 3, 2014

**Subject:** Processing of Incomplete Access Requests

**Customer(s) Affected:** All Agency Security Officers

**Dear Security Officer:**

NFC updated Service Level Agreements (SLA) for Fiscal Year 2014 to address security access requests. This resulted in new performance metrics based on not only the number of UserIDs listed on the request, but also the complexity of the request. Previously, all requests were required to be processed within 5 days, but modifying the SLAs allowed for more accurate time frames to complete requests. While this change has worked well, there are additional concerns that must be addressed.

Access performance metrics are being adversely impacted by requests that cannot be processed, due to the fact that they are inaccurate or incomplete when submitted by the requester, or because the system environment is not ready, security specifications are not complete, or any number of other reasons that would prevent security administrators from actively working a request.

Currently, we allow the requester to resubmit requests that are incomplete or incorrect. If the required information is not received within 3 days, NFC's policy is to close the request; however, resolution of these issues often lasts much longer than 3 days, as ASOs may be out of the office or otherwise unreachable via email or phone. While these requests remain open, the number of days to process the request grows, leaving NFC with less time to process the request within the required time frame based on the SLA.

In an effort to ensure that performance metrics are reported accurately, NFC will immediately cancel any request that is deemed to be unworkable for the reasons listed above. ASOs will be provided with specific details as to why a request is being cancelled, along with detailed instructions on how to resubmit the request. We encourage use of access forms that can be found on the NFC Website's Security Corner (<https://www.nfc.usda.gov/Security/Forms.html>) to limit errors on access requests.

For more information about the new access forms, please refer to ASO notifications sent via GovDelivery on December 19, 2013 and February 10, 2014. These notices can also be found at [https://www.nfc.usda.gov/Security/ASO\\_Notifications.html](https://www.nfc.usda.gov/Security/ASO_Notifications.html). In addition, ASOs may register for training courses, and find training materials on the ASO Training Page, at [https://www.nfc.usda.gov/Security/Security\\_Training.html](https://www.nfc.usda.gov/Security/Security_Training.html).

If you have questions about this notice, or submitting requests, please contact the NFC Access Management Branch at (504) 426-2706. Thank you for your cooperation.